



SOUTH DAKOTA 9-1-1 COORDINATION BOARD
MEETING MINUTES (DRAFT) FOR DECEMBER 10, 2015
VIA TELECONFERENCE

Board members present: DeNeui, Haines, Harding, Jaeger, McPeek, Reinesch, Rufledt, Sawvell, Serr

Board Members Absent: Brown, Miller

Staff Present: Shawnie Rechtenbaugh (State 9-1-1 Coordinator)

Others present: Sara Weston (LR Kimball), Christy Hayes (GeoComm), Bob Mercer (Aberdeen American News), Julie Wegener (Lake Co 911), Matt Tooley (Metro 911), Sue Black (Lawrence Co), Daren Ketcham (Metro 911), Kevin Schurch (Spink Co)

I. Call to Order and Roll Call

The meeting was called to order at 10:00am CDT by Rufledt. Roll call was taken and a quorum was present.

II. Approval of Agenda

Motion to approve the meeting agenda with changes no.

Moved by: Serr Seconded by: McPeek

Discussion: None

Roll call vote: 9 yeas, 0 nays. Motion Carried unanimously.

III. Approval of Meeting Minutes

Motion to approve the October 15, 2015 meeting minutes as presented.

Moved by: Reinesch Seconded by: Harding

Discussion: None

Roll call vote: 9 yeas, 0 nays. Motion carried unanimously.

IV. NG911 Project Updates

A. GeoComm Project

Christy Hayes from GeoComm provided an update to the board. They have requested the second submission of data from the counties so GeoComm can complete a second round of assessments. They have received data from 23 counties so far and plan to have the assessments completed by mid-January. They will begin reaching out to those counties they have not heard from yet. GeoComm has training scheduled for Jan 26th and 27th in Rapid and Huron to present the workflows and DIMES (Data Integration Management E system). A flyer will go out next week to all GIS and PSAP folks. GeoComm is meeting with TCS regularly to develop a plan of how to integrate the call routing with the NG911 system. Once DIMES is up and running, the local GIS folks will enter their updates and changes to the DIMES system for data maintenance which will then be pushed over to TCS for call routing. Locals will be able to pull reports and access the data at any time via the DIMES system. The main reminder to the counties working on their data is we are working for progress not perfection on the data. It is more important that they submit what they have and just keep working to improve. It doesn't need to be perfect in order to submit. It will be an on-going process always.

B. TCS Project Update

1. Rechtenbaugh provided a handout to the board. Since May of 2015 we have cut six PSAPs over to the new xT911 phone system – Pennington County, Brookings PD, Metro Communications, Winner PD, Mitchell PD and Central SD Communications. Ruffedt reported going into November we thought the audio was going to be mainly on TCS. But in most of the cases as TCS did the trouble shooting it was determined it was not their system or their network. We have to say kudos to them for helping us find the problems in those PSAPs. Because we spent the whole month of November on audio TCS really didn't have a chance to work on the IRR or slow log in so we are looking at that now. Haines reported that Mitchell has noise at the first answer of the call, kind of a loud crackle. She is not sure if the caller can hear it too or not. They did experience cut outs in audio when monitoring calls but that has been fixed. IRR and slow log in are the top remaining issues. Matt Tooley from Metro 911 asked if the monitoring actually fixed, because he was told by TCS that they can't fix it. Haines said she would check with her dispatchers to make sure and get back to Matt.

2. ESInet – The ESInet will be our 911 network. In the future the current Century Link 911 trunks will not be there. Those circuits will be removed once the telcos install the new circuits to the TCS ingress point where the telco will direct their customers 911 calls. The LOA (Letter of Authorization) tells them we need to put these circuits in for NG911. Once those are all in and tested then we will start cutting PSAPs over to the ESInet. This LOA is one of the first steps in the ESInet process.

C. Network Users Group

The network users group meets via teleconference each month. They reviewed a draft document which includes reminders and suggestions for PSAPs who have not yet gone through the cut over to the new phone system. Their draft is not finalized yet. Laurie from TCS offered to review it as well and provide feedback.

V. Condition Statement and Collections Report

According to the Collections Report the line count for November was 822,212. The first shaded grey line highlights the 74% share of the \$1.25 surcharge which goes to the 911 Coordination Fund and the November amount was \$223,370.62. The second shaded grey line is the 2% prepaid revenue for November which was \$77,339.85. If you turn to the Condition Statement you will see these revenue amounts reflected to confirm deposit of the funds in the account. Total balance in the 911 Coordination Fund is \$7,622,249.

VI. Other Business

A. Surcharge Sunset White Paper

The Funding Subcommittee worked on the draft since the last board meeting. DeNeui added a few different tables and graphs. Secretary Jones has reviewed the draft, but Rechtenbaugh has plans to meet with him and discuss it more in depth in the upcoming week. Any notes from the secretary, Rechtenbaugh will forward to the committee for editing work. Harding stated we need the input from Secretary Jones to see how/what changes are needed to meet his needs for taking the information to the Governor. The committee will meet again in January to discuss further.

B. Text to 9-1-1

Since the last board meeting we have had a Text to 911 conference call with TCS and Kimball. TCS provided a demo of the xT911 Text to 911 solution which will be used in SD. It is available as an option in our current software version so no upgrades or new equipment would be needed when we are ready to deploy Text to 911. Rechtenbaugh will check to see if any NASNA states have done anything legislatively related to text. Rechtenbaugh will ask the PSAP users group for any thoughts or feedback about Text to 911 on their next call on Dec. 15th.

Rufledt commented the demo showed how a text to 911 will present on the console in the PSAP. He was impressed and thought it was very intuitive. The PSAP will get their ANI/ALI just like on a voice call and LAT/LONG coordinates. He doesn't think it is will be a big learning curve. The main think the board will need to determine with input from the PSAPs, is how to deploy it, one PSAP as a time, regionally, statewide? We don't want to confuse the public so the public education is going to be key not matter what method of roll out we choose. This is a very important application as it would mean the deaf and hard of hearing community would have a more direct access to 911. This is a very important target population for this technology.

Board member Harding had to leave the call at 11:08am

C. NG911 Project Manager FTE

In the past the board has had discussions about the need for an additional FTE to support the NG911 coordination long term. Currently LR Kimball is providing that support through the project management contract but that contract ends in September 2016. As I mentioned at the last board meeting if the board brings a bill in the 2017 legislative session related to the surcharge sunset, it may make sense to include a change to the FTE at that time. Current statute provides the board with one FTE that is housed within DPS. I was able to visit with Secretary Jones about the timing for the FTE. We discussed a possible option to be able to use the DPS float FTE in the interim until legislation could be considered. Secretary Jones would need to visit with the Governor's office for approval if the board would like him to pursue this option. Rufledt commented that this would be a great option to allow the board to get someone in place sooner than later. The workload is certainly there today. Serr commented he thinks it is a good idea. McPeck agree. Kimball is an invaluable resource to us, but we will be at a point that we need someone locally to handle the day to day operations once the system is up and running.

Motion to have Rechtenbaugh meeting with Secretary Jones to pursue the option of the existing FTE within DPS to augment our staff for the board by an additional FTE.

Moved by: Serr Second: DeNeui

Discussion: None

Roll call vote: 8 yeas, 0 nays. Motion carried unanimously.

D. Kari's Law (MLTS)

December 1, 2013 Kari Hunt Dunn was murdered in a Texas hotel by her estranged husband. 9 yr. old daughter tried to call 911 multiple times but didn't know she needed to dial a 9 first. Since then many states have looked at MLTS legislation or some other sort of action in their state to remove any pediments to accessing 911.

Rechtenbaugh also visited with Ellen Ludemann with BIT regarding the state phone system. BIT visited with the SD Telecommunications Association and they provided a response. The SDTA said they believe Kari's Law would be complex and costly, especially for those organizations that own their own key systems. Centrex and hosted PBX systems would also present reprogramming challenges. Marketing the change and then convincing the organizations to invest in reprogramming might be difficult.

It seems this could be a much more time consuming project that first realized and may not be possible at the current time given the demand of the NG911 project. Rufledt commented this is critically important, but we just don't have the time or resources to work on this now. Maybe we could do an electronic survey of the MLTS businesses to determine the current state of direct dial to 911. Board members could informally check as they are traveling the state or with day to day connections to find out if the hotel, kids school, church, etc.,

have to dial a 9 prior to 911. McPeek commented he didn't know if the board needed to look at anything legislatively, but suggested that if some other group brought this forward we could probably support it. Serr stated SDACC, SDML, DOE might be groups we could contact to ask them to poll their members for us.

E. PSAP Updates

Spink County PSAP has a new director, Lisa Young replacing Marleen Huckabay. Custer County Communications is now under the Custer County Sheriff's Office. Effective 11-24-15. Sheriff Rick Wheeler is the new contact.

F. 2016 Meeting schedule

This was provided via email to the board. If these tentative dates for the year look ok, Rechtenbaugh will send calendar invites to the board for the meetings.

G. Next meeting date

February 18, 2016. 10:00 am, tentatively SDACC in Pierre.

VII. Public Comment

There was no public comment.

VIII. Adjourn

Motion to adjourn the meeting.

Moved by: McPeek Seconded by: DeNeui

Discussion: None

Roll call vote: 8 yeas, 0 nays. Motion Carried unanimously.

Meeting adjourned at 11:45am central time.